MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022/2023

BOB 2024 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

5 OCTOBER 2023
9.00AM – 11.00AM
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **ONE** pages (excluding cover page) with **FOUR** questions.

2. Answer **ALL FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

Decision-making occurs as a reaction to a problem. Describe the differences between the rational model of decision-making and bounded rationality (including intuition).

(Total 25 marks)

QUESTION 2

Abraham Maslow's hierarchy of needs is the most well-known theory of motivation. Maslow hypothesized that within every human being there exists a hierarchy of five needs.

a) Illustrate the Maslow's hierarchy of needs theory with a diagram and brief description.

(15 marks)

b) Is Maslow's hierarchy of needs theory applicable in motivating the employees in an organisation? Illustrate with examples.

(10 marks)

(Total 25 marks)

QUESTION 3

You are the manager of a mid-sized company and have recently noticed that there are significant communication challenges within the organisation. Demonstrate **SIX (6)** common barriers, along with examples, that may distort effective communication in your organisation.

(Total 25 marks)

QUESTION 4

a) Describe **TWO (2)** strengths and **THREE (3)** weaknesses of group decision-making in an organisation.

(10 marks)

b) Recently, Aiman has faced several accusations that require him to negotiate effectively. Illustrate the **FIVE (5) steps** that Aiman should use for successful negotiation.

(15 marks)

(Total 25 marks)

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